



KEY INSURANCE COMPANY LIMITED

6C Half Way Tree Road, Kingston 5, Jamaica WI

Telephone: 876-926-6278, 876-929-7940-3

Web: www.keyinsurancejm.com | Email: info@keyinsuranceja.com

KEY FAQs (Frequently Asked Questions)

General/Underwriting

- Why do I need to have motor insurance?
 - This is a legal requirement for everyone who drives on the public roads. It is required because of your responsibility for any damage you cause. Basic coverage for bodily injury or damage to someone's property is a requirement under the law.
- Do I have a grace period for my insurance?
 - No, there is no grace period. You should ensure that your insurance cover is renewed before a public holiday or a weekend where possible as coverage ends as per the date and time on your certificate of insurance.
- Do I have to pay my premium all at once?
 - Payment is due in full at the effective date of cover. However, if you are not able to settle in full, Payment Plans and financing arrangements are available.
 - Please note that in the event of a claim, all outstanding premiums become due. Also, you must pay on time! Late payments could result in no coverage or incur a penalty, and you may not be allowed back on a payment plan.
- If I have a private motor policy, can I rent the vehicle from time to time?
 - No. However, we offer rental policies to suit your rental business. Your private car policy does not provide any coverage for any accidents or losses incurred while it is being rented and you would be in breach of your policy by renting the vehicle.
- If I make a windscreen claim, is my claim discount affected?
 - No. with your Comprehensive policy, you are entitled to 2 windscreen claims per policy year and this claim does not affect your no claim discount or premium. You may also purchase windscreen coverage for your Third Party policy.
- What should I do if I sell my car?
 - Before handing over the vehicle to the buyer, you should visit one of our locations to have your policy cancelled or advise us in writing.



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- Can I have more than one vehicle insured on my policy?
 - Yes. You can even have more than one motor vehicle policies. For instance, one vehicle can be insured Comprehensively while the other be insured with Third Party Coverage. You can have a private car policy and a public passenger vehicle (PPV) policy.

- I just got my license; can I get insurance?
 - Yes, you can start a motor vehicle insurance policy with Key Insurance the day you collect your driver's license. Contact us today for a quote.

- What is a No Claim Discount (NCD)?
 - This is the discount you earn each policy year you do not make a claim from your insurance policy. You are rewarded for your safe driving. Each year the amount increases and you earn the maximum after 5 years.

- What is Third Party Insurance?
 - This type of coverage will cover the insured person's legal liability to third parties for bodily injury, death or property damage as a result of their negligence in operating the insured vehicle.

- Why does my certificate say Third Party when I have Comprehensive insurance?
 - At the top of your Certificate of Insurance, you may notice the words "**The Motor Vehicles Insurance (Third-Party Risks) Act**". This refers to the law governing motor insurance policies and the risks arising out of the use of motor vehicles and for the payment of compensation in respect of death or bodily injury. It does not mean you have a Third Party policy. You will see the type of policy on your policy schedule which is usually attached to your certificate of insurance.

- Why did my premium increase when I haven't made a claim?
 - There are various reasons for this. Please note a few of those reasons below:
 - Rate increases for a particular vehicle or location.
 - The removal of a one-time discount at renewal.
 - A change in the use of the vehicle.
 - We recommend that you speak with one of our Customer Service Representative to know the exact reason should you notice an increase.

- Am I fully covered with Comprehensive Insurance?
 - Included in this type of insurance is coverage for own damage (coverage for your car), coverage for the third party (the car hit by your car if you are at fault) and coverage for bodily injury to third parties. Your vehicle should be insured for the



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market value and when making a claim you are covered for the amount less your excess/deductible.

- What is an Excess?
 - The excess (also referred to as your deductible) is the portion of any claim that you are required to pay up to the sum insured/market value of the vehicle insured. The excess is usually a percentage of the market value of the vehicle.

- Can I change my policy type at any time?
 - Yes. You may downgrade or upgrade your policy with a simple request in one of our branches island wide.

- Can I add additional coverage to my policy after purchase?
 - Yes, you can purchase
 - Increased limits of liabilities
 - Accident Forgiveness (Protected No Claim Discount)
 - Uninsured Motorist Coverage
 - Windscreen Coverage (for Third Party policies)
 - Wrecker Coverage (for Third Party policies)
 - Own Damage Coverage/Brawta (for Third Party policies)



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Claims

- Can I report a Claim online?
 - Yes, visit <https://portal.keyinsurancejm.com/> and log into your account to report a claim. You will also have the option to submit any supporting documents, videos and pictures to assist with your claim.

- What happens after I have reported my accident?
 - You will receive an email confirmation specific to your type of claim that will outline the next steps in the process. Your claim representative will reach out for any additional information or updates required.

- Will Claiming on my policy affect my premium?
 - Yes. If you are at fault this can affect your premium. We recommend purchasing accident forgiveness to protect the NO Claim Discount (NCD) you may have earned to reduce the impact on your premium after the claim.

- How soon can my windscreen be replaced?
 - Within 24 hours from the time you reported the damage and the repairer/replacer confirms the windscreen's availability. We recommend reporting your claim online using your online account to reduce your wait time for settlement.

- What is an excess?
 - The excess (also referred to as your deductible) is the portion of any claim that you are required to pay up to the sum insured/market value of the vehicle insured. The excess is usually a percentage of the market value of the vehicle.

- How long will it take for my claim to be settled?
 - The settlement time frame differs for every claim. However, it is always best to report your accident or loss as soon as it happens and provide as much supporting documents are possible to hasten the processing and settlement timeframe.